	x1	x2	x3	x4	x5	y	res_1
1	7.00	6.00	4.00	8.00	6.00	3.00	-2.35425
2	12.00	11.00	4.00	9.00	9.00	9.00	-.05111
3	7.00	12.00	7.00	9.00	5.00	3.00	-3.81805
4	7.00	9.00	11.00	11.00	7.00	10.00	1.88147
5	8.00	7.00	13.00	14.00	10.00	11.00	.93140
6	8.00	6.00	14.00	14.00	14.00	11.00	-.48366
7	6.00	8.00	11.00	11.00	10.00	10.00	1.32150
8	7.00	11.00	11.00	9.00	6.00	6.00	-1.74949
9	7.00	10.00	7.00	5.00	8.00	7.00	.22733
10	6.00	14.00	13.00	8.00	11.00	9.00	-.91036
11	13.00	9.00	9.00	10.00	10.00	11.00	.50372
12	9.00	4.00	6.00	9.00	6.00	7.00	.80424
13	11.00	7.00	9.00	6.00	6.00	8.00	.63351
14	9.00	14.00	4.00	7.00	6.00	11.00	3.78774
15	14.00	11.00	14.00	6.00	13.00	15.00	2.58018
16	11.00	5.00	13.00	6.00	4.00	7.00	-.06942
17	12.00	12.00	9.00	13.00	11.00	10.00	-1.61972
18	5.00	4.00	14.00	7.00	5.00	8.00	2.27204
19	10.00	7.00	7.00	12.00	7.00	11.00	2.86119
20	13.00	4.00	13.00	13.00	12.00	11.00	-.62926
21	12.00	9.00	13.00	6.00	6.00	11.00	2.20741
22	14.00	13.00	8.00	13.00	6.00	9.00	-1.48427
23	6.00	10.00	8.00	5.00	9.00	6.00	-.99755
24	10.00	5.00	10.00	8.00	11.00	8.00	-1.01220
25	12.00	7.00	11.00	10.00	4.00	7.00	-1.10292
26	9.00	7.00	6.00	10.00	11.00	8.00	-.66483
27	8.00	7.00	11.00	8.00	12.00	9.00	-.27540
28	13.00	4.00	5.00	9.00	7.00	7.00	-.61741
29	8.00	10.00	7.00	9.00	8.00	7.00	-.83153
30	13.00	10.00	14.00	10.00	6.00	13.00	2.78246
31	4.00	12.00	4.00	10.00	11.00	7.00	-.59408
32	7.00	10.00	5.00	13.00	11.00	10.00	1.06682
33	13.00	11.00	10.00	7.00	7.00	10.00	.57051
34	7.00	12.00	6.00	9.00	6.00	3.00	-3.97926
35	7.00	6.00	14.00	11.00	8.00	8.00	-.50715
36	13.00	4.00	10.00	11.00	7.00	9.00	.06377
37	7.00	6.00	8.00	11.00	13.00	8.00	-1.12381
38	12.00	4.00	15.00	5.00	8.00	4.00	-4.80305
39	5.00	7.00	8.00	7.00	8.00	7.00	.82643
40	11.00	15.00	9.00	11.00	10.00	11.00	-.11228
41	8.00	3.00	12.00	13.00	13.00	11.00	.96179
42	6.00	8.00	8.00	9.00	9.00	7.00	-.38786
43	12.00	7.00	8.00	11.00	12.00	9.00	-1.52548
44	9.00	5.00	7.00	6.00	10.00	8.00	.59355
45	10.00	11.00	12.00	15.00	12.00	11.00	-1.10342
46	12.00	11.00	6.00	9.00	4.00	8.00	.32310
47	4.00	9.00	7.00	14.00	11.00	9.00	.62416
48	8.00	7.00	6.00	5.00	9.00	7.00	.28115
49	5.00	9.00	9.00	7.00	8.00	7.00	.28361
50	9.00	13.00	4.00	7.00	6.00	8.00	.96446
51	10.00	10.00	8.00	15.00	9.00	11.00	.88265

	absut	x1 1	x1 2	x1 3	tot x1	x2 1	x2 2
1	2.35	1.00	5.00	1.00	7.00	3.00	2.00
2	.05	4.00	5.00	3.00	12.00	5.00	2.00
3	3.82	4.00	2.00	1.00	7.00	4.00	3.00
4	1.88	3.00	3.00	1.00	7.00	1.00	4.00
5	.93	1.00	4.00	3.00	8.00	2.00	2.00
6	.48	5.00	1.00	2.00	8.00	1.00	2.00
7	1.32	1.00	3.00	2.00	6.00	4.00	2.00
8	1.75	4.00	1.00	2.00	7.00	3.00	5.00
9	.23	5.00	1.00	1.00	7.00	4.00	2.00
10	.91	3.00	1.00	2.00	6.00	4.00	5.00
11	.50	5.00	3.00	5.00	13.00	2.00	2.00
12	.80	4.00	3.00	2.00	9.00	2.00	1.00
13	.63	4.00	3.00	4.00	11.00	1.00	5.00
14	3.79	5.00	1.00	3.00	9.00	5.00	4.00
15	2.58	4.00	5.00	5.00	14.00	3.00	5.00
16	.07	5.00	3.00	3.00	11.00	1.00	2.00
17	1.62	4.00	3.00	5.00	12.00	2.00	5.00
18	2.27	3.00	1.00	1.00	5.00	2.00	1.00
19	2.86	4.00	4.00	2.00	10.00	1.00	2.00
20	.63	4.00	4.00	5.00	13.00	1.00	2.00
21	2.21	4.00	3.00	5.00	12.00	5.00	2.00
22	1.48	5.00	5.00	4.00	14.00	5.00	4.00
23	1.00	1.00	3.00	2.00	6.00	4.00	4.00
24	1.01	2.00	4.00	4.00	10.00	1.00	2.00
25	1.10	4.00	5.00	3.00	12.00	2.00	1.00
26	.66	1.00	3.00	5.00	9.00	2.00	2.00
27	.28	1.00	2.00	5.00	8.00	1.00	4.00
28	.62	5.00	5.00	3.00	13.00	1.00	2.00
29	.83	5.00	1.00	2.00	8.00	4.00	2.00
30	2.78	5.00	5.00	3.00	13.00	5.00	4.00
31	.59	1.00	1.00	2.00	4.00	5.00	3.00
32	1.07	3.00	1.00	3.00	7.00	4.00	2.00
33	.57	5.00	4.00	4.00	13.00	3.00	4.00
34	3.98	4.00	1.00	2.00	7.00	4.00	5.00
35	.51	2.00	1.00	4.00	7.00	1.00	4.00
36	.06	5.00	4.00	4.00	13.00	1.00	1.00
37	1.12	3.00	2.00	2.00	7.00	2.00	2.00
38	4.80	2.00	5.00	5.00	12.00	1.00	2.00
39	.83	1.00	3.00	1.00	5.00	2.00	3.00
40	.11	4.00	3.00	4.00	11.00	5.00	5.00
41	.96	3.00	2.00	3.00	8.00	1.00	1.00
42	.39	2.00	3.00	1.00	6.00	1.00	4.00
43	1.53	4.00	3.00	5.00	12.00	3.00	1.00
44	.59	3.00	1.00	5.00	9.00	1.00	2.00
45	1.10	3.00	5.00	2.00	10.00	4.00	2.00
46	.32	3.00	4.00	5.00	12.00	4.00	5.00
47	.62	2.00	1.00	1.00	4.00	5.00	2.00
48	.28	4.00	2.00	2.00	8.00	3.00	3.00
49	.28	1.00	2.00	2.00	5.00	2.00	2.00
50	.96	3.00	2.00	4.00	9.00	4.00	5.00
51	.88	4.00	2.00	4.00	10.00	4.00	5.00

	x2 3	tot x2	x3 1	x3 2	x3 3	tot x3	x4 1
1	1.00	6.00	1.00	2.00	1.00	4.00	3.00
2	4.00	11.00	2.00	1.00	1.00	4.00	3.00
3	5.00	12.00	5.00	1.00	1.00	7.00	3.00
4	4.00	9.00	4.00	3.00	4.00	11.00	2.00
5	3.00	7.00	3.00	5.00	5.00	13.00	5.00
6	3.00	6.00	5.00	5.00	4.00	14.00	4.00
7	2.00	8.00	5.00	3.00	3.00	11.00	5.00
8	3.00	11.00	1.00	5.00	5.00	11.00	2.00
9	4.00	10.00	1.00	3.00	3.00	7.00	1.00
10	5.00	14.00	5.00	3.00	5.00	13.00	2.00
11	5.00	9.00	3.00	3.00	3.00	9.00	4.00
12	1.00	4.00	3.00	1.00	2.00	6.00	4.00
13	1.00	7.00	3.00	5.00	1.00	9.00	4.00
14	5.00	14.00	2.00	1.00	1.00	4.00	1.00
15	3.00	11.00	5.00	4.00	5.00	14.00	4.00
16	2.00	5.00	4.00	4.00	5.00	13.00	3.00
17	5.00	12.00	2.00	3.00	4.00	9.00	5.00
18	1.00	4.00	5.00	4.00	5.00	14.00	2.00
19	4.00	7.00	1.00	3.00	3.00	7.00	5.00
20	1.00	4.00	4.00	5.00	4.00	13.00	5.00
21	2.00	9.00	5.00	4.00	4.00	13.00	2.00
22	4.00	13.00	2.00	4.00	2.00	8.00	5.00
23	2.00	10.00	2.00	5.00	1.00	8.00	1.00
24	2.00	5.00	4.00	2.00	4.00	10.00	4.00
25	4.00	7.00	5.00	1.00	5.00	11.00	2.00
26	3.00	7.00	3.00	1.00	2.00	6.00	4.00
27	2.00	7.00	4.00	5.00	2.00	11.00	3.00
28	1.00	4.00	1.00	1.00	3.00	5.00	3.00
29	4.00	10.00	4.00	2.00	1.00	7.00	5.00
30	1.00	10.00	5.00	4.00	5.00	14.00	3.00
31	4.00	12.00	1.00	2.00	1.00	4.00	5.00
32	4.00	10.00	1.00	3.00	1.00	5.00	4.00
33	4.00	11.00	4.00	2.00	4.00	10.00	2.00
34	3.00	12.00	4.00	1.00	1.00	6.00	3.00
35	1.00	6.00	5.00	4.00	5.00	14.00	2.00
36	2.00	4.00	4.00	1.00	5.00	10.00	2.00
37	2.00	6.00	5.00	2.00	1.00	8.00	5.00
38	1.00	4.00	5.00	5.00	5.00	15.00	2.00
39	2.00	7.00	3.00	2.00	3.00	8.00	5.00
40	5.00	15.00	5.00	3.00	1.00	9.00	2.00
41	1.00	3.00	4.00	5.00	3.00	12.00	4.00
42	3.00	8.00	1.00	2.00	5.00	8.00	3.00
43	3.00	7.00	5.00	2.00	1.00	8.00	2.00
44	2.00	5.00	2.00	2.00	3.00	7.00	1.00
45	5.00	11.00	5.00	4.00	3.00	12.00	5.00
46	2.00	11.00	1.00	2.00	3.00	6.00	3.00
47	2.00	9.00	2.00	3.00	2.00	7.00	5.00
48	1.00	7.00	4.00	1.00	1.00	6.00	2.00
49	5.00	9.00	2.00	4.00	3.00	9.00	1.00
50	4.00	13.00	2.00	1.00	1.00	4.00	4.00
51	1.00	10.00	3.00	4.00	1.00	8.00	5.00

	x4 2	x4 3	tot x4	x5 1	x5 2	x5 3	tot x5
1	2.00	3.00	8.00	2.00	3.00	1.00	6.00
2	3.00	3.00	9.00	2.00	3.00	4.00	9.00
3	4.00	2.00	9.00	1.00	3.00	1.00	5.00
4	4.00	5.00	11.00	1.00	2.00	4.00	7.00
5	4.00	5.00	14.00	1.00	5.00	4.00	10.00
6	5.00	5.00	14.00	5.00	4.00	5.00	14.00
7	4.00	2.00	11.00	2.00	4.00	4.00	10.00
8	3.00	4.00	9.00	3.00	1.00	2.00	6.00
9	2.00	2.00	5.00	3.00	3.00	2.00	8.00
10	4.00	2.00	8.00	3.00	5.00	3.00	11.00
11	5.00	1.00	10.00	3.00	4.00	3.00	10.00
12	2.00	3.00	9.00	2.00	3.00	1.00	6.00
13	1.00	1.00	6.00	1.00	2.00	3.00	6.00
14	4.00	2.00	7.00	1.00	2.00	3.00	6.00
15	1.00	1.00	6.00	5.00	3.00	5.00	13.00
16	1.00	2.00	6.00	2.00	1.00	1.00	4.00
17	3.00	5.00	13.00	3.00	4.00	4.00	11.00
18	2.00	3.00	7.00	1.00	2.00	2.00	5.00
19	2.00	5.00	12.00	2.00	4.00	1.00	7.00
20	3.00	5.00	13.00	5.00	3.00	4.00	12.00
21	3.00	1.00	6.00	1.00	4.00	1.00	6.00
22	4.00	4.00	13.00	1.00	1.00	4.00	6.00
23	1.00	3.00	5.00	4.00	4.00	1.00	9.00
24	3.00	1.00	8.00	1.00	5.00	5.00	11.00
25	5.00	3.00	10.00	1.00	1.00	2.00	4.00
26	5.00	1.00	10.00	3.00	4.00	4.00	11.00
27	2.00	3.00	8.00	3.00	5.00	4.00	12.00
28	1.00	5.00	9.00	1.00	3.00	3.00	7.00
29	2.00	2.00	9.00	2.00	1.00	5.00	8.00
30	4.00	3.00	10.00	2.00	2.00	2.00	6.00
31	2.00	3.00	10.00	5.00	3.00	3.00	11.00
32	5.00	4.00	13.00	3.00	5.00	3.00	11.00
33	2.00	3.00	7.00	2.00	1.00	4.00	7.00
34	2.00	4.00	9.00	2.00	2.00	2.00	6.00
35	4.00	5.00	11.00	3.00	2.00	3.00	8.00
36	4.00	5.00	11.00	3.00	2.00	2.00	7.00
37	5.00	1.00	11.00	5.00	3.00	5.00	13.00
38	2.00	1.00	5.00	4.00	1.00	3.00	8.00
39	1.00	1.00	7.00	3.00	1.00	4.00	8.00
40	4.00	5.00	11.00	3.00	5.00	2.00	10.00
41	4.00	5.00	13.00	4.00	4.00	5.00	13.00
42	4.00	2.00	9.00	3.00	5.00	1.00	9.00
43	5.00	4.00	11.00	5.00	4.00	3.00	12.00
44	2.00	3.00	6.00	2.00	4.00	4.00	10.00
45	5.00	5.00	15.00	5.00	4.00	3.00	12.00
46	3.00	3.00	9.00	1.00	1.00	2.00	4.00
47	4.00	5.00	14.00	5.00	3.00	3.00	11.00
48	2.00	1.00	5.00	3.00	4.00	2.00	9.00
49	4.00	2.00	7.00	2.00	2.00	4.00	8.00
50	1.00	2.00	7.00	1.00	4.00	1.00	6.00
51	5.00	5.00	15.00	1.00	4.00	4.00	9.00

	y 1	y 2	y 3	tot y
1	1.00	1.00	1.00	3.00
2	3.00	4.00	2.00	9.00
3	1.00	1.00	1.00	3.00
4	1.00	5.00	4.00	10.00
5	4.00	3.00	4.00	11.00
6	4.00	4.00	3.00	11.00
7	4.00	4.00	2.00	10.00
8	1.00	4.00	1.00	6.00
9	3.00	2.00	2.00	7.00
10	5.00	1.00	3.00	9.00
11	2.00	4.00	5.00	11.00
12	1.00	4.00	2.00	7.00
13	1.00	4.00	3.00	8.00
14	3.00	4.00	4.00	11.00
15	5.00	5.00	5.00	15.00
16	1.00	4.00	2.00	7.00
17	3.00	5.00	2.00	10.00
18	3.00	4.00	1.00	8.00
19	2.00	4.00	5.00	11.00
20	5.00	4.00	2.00	11.00
21	3.00	3.00	5.00	11.00
22	4.00	4.00	1.00	9.00
23	4.00	1.00	1.00	6.00
24	4.00	3.00	1.00	8.00
25	1.00	5.00	1.00	7.00
26	2.00	4.00	2.00	8.00
27	3.00	3.00	3.00	9.00
28	2.00	3.00	2.00	7.00
29	4.00	1.00	2.00	7.00
30	4.00	5.00	4.00	13.00
31	3.00	3.00	1.00	7.00
32	5.00	1.00	4.00	10.00
33	3.00	3.00	4.00	10.00
34	1.00	1.00	1.00	3.00
35	5.00	1.00	2.00	8.00
36	3.00	5.00	1.00	9.00
37	5.00	2.00	1.00	8.00
38	1.00	2.00	1.00	4.00
39	5.00	1.00	1.00	7.00
40	5.00	3.00	3.00	11.00
41	3.00	3.00	5.00	11.00
42	5.00	1.00	1.00	7.00
43	5.00	1.00	3.00	9.00
44	4.00	2.00	2.00	8.00
45	5.00	4.00	2.00	11.00
46	1.00	3.00	4.00	8.00
47	3.00	1.00	5.00	9.00
48	2.00	4.00	1.00	7.00
49	4.00	2.00	1.00	7.00
50	2.00	4.00	2.00	8.00
51	5.00	2.00	4.00	11.00

	x1	x2	x3	x4	x5	y	res_1
52	7.00	9.00	6.00	13.00	14.00	12.00	2.00235
53	11.00	11.00	5.00	5.00	6.00	7.00	-.12985
54	6.00	6.00	8.00	3.00	7.00	6.00	.78238
55	10.00	5.00	7.00	12.00	10.00	8.00	-.83718
56	10.00	8.00	6.00	13.00	13.00	12.00	1.58434
57	5.00	12.00	7.00	12.00	6.00	7.00	-.09623
58	10.00	13.00	12.00	9.00	12.00	9.00	-2.34123
59	8.00	12.00	10.00	5.00	7.00	9.00	1.34122
60	12.00	14.00	14.00	12.00	11.00	13.00	.26584

	absut	x1 1	x1 2	x1 3	tot x1	x2 1	x2 2
52	2.00	1.00	2.00	4.00	7.00	4.00	1.00
53	.13	3.00	3.00	5.00	11.00	3.00	5.00
54	.78	2.00	2.00	2.00	6.00	2.00	1.00
55	.84	4.00	4.00	2.00	10.00	2.00	1.00
56	1.58	4.00	5.00	1.00	10.00	2.00	4.00
57	.10	1.00	2.00	2.00	5.00	4.00	5.00
58	2.34	4.00	3.00	3.00	10.00	4.00	5.00
59	1.34	1.00	5.00	2.00	8.00	5.00	3.00
60	.27	3.00	5.00	4.00	12.00	5.00	4.00

	x2 3	tot x2	x3 1	x3 2	x3 3	tot x3	x4 1
52	4.00	9.00	2.00	1.00	3.00	6.00	5.00
53	3.00	11.00	1.00	2.00	2.00	5.00	1.00
54	3.00	6.00	1.00	4.00	3.00	8.00	1.00
55	2.00	5.00	1.00	3.00	3.00	7.00	3.00
56	2.00	8.00	1.00	1.00	4.00	6.00	3.00
57	3.00	12.00	2.00	2.00	3.00	7.00	5.00
58	4.00	13.00	4.00	5.00	3.00	12.00	1.00
59	4.00	12.00	4.00	2.00	4.00	10.00	1.00
60	5.00	14.00	4.00	5.00	5.00	14.00	5.00

	x4 2	x4 3	tot x4	x5 1	x5 2	x5 3	tot x5
52	4.00	4.00	13.00	5.00	4.00	5.00	14.00
53	1.00	3.00	5.00	3.00	2.00	1.00	6.00
54	1.00	1.00	3.00	3.00	3.00	1.00	7.00
55	4.00	5.00	12.00	5.00	4.00	1.00	10.00
56	5.00	5.00	13.00	4.00	4.00	5.00	13.00
57	5.00	2.00	12.00	4.00	1.00	1.00	6.00
58	4.00	4.00	9.00	5.00	2.00	5.00	12.00
59	3.00	1.00	5.00	1.00	1.00	5.00	7.00
60	5.00	2.00	12.00	3.00	3.00	5.00	11.00

	y 1	y 2	y 3	tot y
52	5.00	5.00	2.00	12.00
53	5.00	1.00	1.00	7.00
54	1.00	4.00	1.00	6.00
55	3.00	1.00	4.00	8.00
56	3.00	5.00	4.00	12.00
57	4.00	2.00	1.00	7.00
58	3.00	4.00	2.00	9.00
59	5.00	1.00	3.00	9.00
60	3.00	5.00	5.00	13.00

Regression

Variables Entered/Removed[b]

Model	Variables Entered	Variables Removed	Method
1	EMPATHY, RELIABILITY, TANGIBLE, RESPONSIVENESS, ASSURANCE[a]	.	Enter

a. All requested variables entered.

b. Dependent Variable: KEPUASAN

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.748[a]	.559	.518	1.69017

a. Predictors: (Constant), EMPATHY, RELIABILITY, TANGIBLE, RESPONSIVENESS, ASSURANCE

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	195.390	5	39.078	13.680	.000[a]
	Residual	154.260	54	2.857		
	Total	349.650	59			

a. Predictors: (Constant), EMPATHY, RELIABILITY, TANGIBLE, RESPONSIVENESS, ASSURANCE

b. Dependent Variable: KEPUASAN

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-2.260	1.387		-1.630	.109
	TANGIBLE	.315	.082	.356	3.826	.000
	RELIABILITY	.177	.072	.227	2.465	.017
	RESPONSIVENESS	.189	.073	.247	2.600	.012
	ASSURANCE	.186	.083	.227	2.239	.029
	EMPATHY	.351	.091	.394	3.835	.000

a. Dependent Variable: KEPUASAN

Multikolinearity test

Variables Entered/Removed[b]

Model	Variables Entered	Variables Removed	Method
1	EMPATHY, RELIABILITY, TANGIBLE, RESPONSIVENESS, ASSURANCE[a]	.	Enter

a. All requested variables entered.

b. Dependent Variable: KEPUASAN

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.748[a]	.559	.518	1.69017

a. Predictors: (Constant), EMPATHY, RELIABILITY, TANGIBLE, RESPONSIVENESS, ASSURANCE

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	195.390	5	39.078	13.680	.000[a]
	Residual	154.260	54	2.857		
	Total	349.650	59			

a. Predictors: (Constant), EMPATHY, RELIABILITY, TANGIBLE, RESPONSIVENESS, ASSURANCE

b. Dependent Variable: KEPUASAN

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.	Collinearity Statistics	
		B	Std. Error	Beta			Tolerance	VIF
1	(Constant)	-2.260	1.387		-1.630	.109		
	TANGIBLE	.315	.082	.356	3.826	.000	.943	1.060
	RELIABILITY	.177	.072	.227	2.465	.017	.964	1.037
	RESPONSIVENESS	.189	.073	.247	2.600	.012	.908	1.101
	ASSURANCE	.186	.083	.227	2.239	.029	.793	1.262
	EMPATHY	.351	.091	.394	3.835	.000	.774	1.292

a. Dependent Variable: KEPUASAN

Autocorrelation test

Variables Entered/Removed[b]

Model	Variables Entered	Variables Removed	Method
1	EMPATHY, RELIABILITY, TANGIBLE, RESPONSIVENESS, ASSURANCE[a]	.	Enter

a. All requested variables entered.

b. Dependent Variable: KEPUASAN

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.748[a]	.559	.518	1.69017	1.983

a. Predictors: (Constant), EMPATHY, RELIABILITY, TANGIBLE, RESPONSIVENESS, ASSURANCE

b. Dependent Variable: KEPUASAN

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	195.390	5	39.078	13.680	.000[a]
	Residual	154.260	54	2.857		
	Total	349.650	59			

a. Predictors: (Constant), EMPATHY, RELIABILITY, TANGIBLE, RESPONSIVENESS, ASSURANCE

b. Dependent Variable: KEPUASAN

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-2.260	1.387		-1.630	.109
	TANGIBLE	.315	.082	.356	3.826	.000
	RELIABILITY	.177	.072	.227	2.465	.017
	RESPONSIVENESS	.189	.073	.247	2.600	.012
	ASSURANCE	.186	.083	.227	2.239	.029
	EMPATHY	.351	.091	.394	3.835	.000

a. Dependent Variable: KEPUASAN

Heteroskedastisity test

Variables Entered/Removed[b]

Model	Variables Entered	Variables Removed	Method
1	EMPATHY, RELIABILITY, TANGIBLE, RESPONSIVENESS, ASSURANCE[a]	.	Enter

a. All requested variables entered.

b. Dependent Variable: ABSUT

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.237[a]	.056	-.031	1.08076

a. Predictors: (Constant), EMPATHY, RELIABILITY, TANGIBLE, RESPONSIVENESS, ASSURANCE

ANOVA[b]

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	3.763	5	.753	.644	.667[a]
	Residual	63.074	54	1.168		
	Total	66.838	59			

a. Predictors: (Constant), EMPATHY, RELIABILITY, TANGIBLE, RESPONSIVENESS, ASSURANCE

b. Dependent Variable: ABSUT

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.986	.887		1.111	.271
	TANGIBLE	.002	.053	.004	.030	.976
	RELIABILITY	.042	.046	.122	.909	.367
	RESPONSIVENESS	.052	.047	.156	1.124	.266
	ASSURANCE	-.010	.053	-.029	-.194	.847
	EMPATHY	-.060	.058	-.155	-1.034	.306

a. Dependent Variable: ABSUT

Normality test

One-Sample Kolmogorov-Smirnov Test

		Unstandardized Residual
N		60
Normal Parameters[a,b]	Mean	.0000000
	Std. Deviation	1.61696364
Most Extreme Differences	Absolute	.094
	Positive	.075
	Negative	-.094
Kolmogorov-Smirnov Z		.724
Asymp. Sig. (2-tailed)		.670

a. Test distribution is Normal.

b. Calculated from data.

Descriptives

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
TANGIBLE	60	4.00	14.00	9.0833	2.75122
RELIABILITY	60	3.00	15.00	8.7167	3.12503
RESPONSIVENESS	60	4.00	15.00	8.9500	3.16991
ASSURANCE	60	3.00	15.00	9.4167	2.97613
EMPATHY	60	4.00	14.00	8.7333	2.73624
KEPUASAN	60	3.00	15.00	8.6500	2.43439
Valid N (listwise)	60				

Validity test X_1

Correlations

		X1_1	X1_2	X1_3	TOT_X1
X1_1	Pearson Correlation	1	.076	.142	.618**
	Sig. (2-tailed)	.	.562	.279	.000
	N	60	60	60	60
X1_2	Pearson Correlation	.076	1	.215	.662**
	Sig. (2-tailed)	.562	.	.099	.000
	N	60	60	60	60
X1_3	Pearson Correlation	.142	.215	1	.686**
	Sig. (2-tailed)	.279	.099	.	.000
	N	60	60	60	60
TOT_X1	Pearson Correlation	.618**	.662**	.686**	1
	Sig. (2-tailed)	.000	.000	.000	.
	N	60	60	60	60

**. Correlation is significant at the 0.01 level (2-tailed).

Validity test X_2

Correlations

		X2_1	X2_2	X2_3	TOT_X2
X2_1	Pearson Correlation	1	.304*	.414**	.790**
	Sig. (2-tailed)	.	.018	.001	.000
	N	60	60	60	60
X2_2	Pearson Correlation	.304*	1	.187	.683**
	Sig. (2-tailed)	.018	.	.152	.000
	N	60	60	60	60
X2_3	Pearson Correlation	.414**	.187	1	.720**
	Sig. (2-tailed)	.001	.152	.	.000
	N	60	60	60	60
TOT_X2	Pearson Correlation	.790**	.683**	.720**	1
	Sig. (2-tailed)	.000	.000	.000	.
	N	60	60	60	60

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

Validity test X_3

Correlations

		X3_1	X3_2	X3_3	TOT_X3
X3_1	Pearson Correlation	1	.217	.250	.695**
	Sig. (2-tailed)	.	.095	.054	.000
	N	60	60	60	60
X3_2	Pearson Correlation	.217	1	.332**	.710**
	Sig. (2-tailed)	.095	.	.010	.000
	N	60	60	60	60
X3_3	Pearson Correlation	.250	.332**	1	.739**
	Sig. (2-tailed)	.054	.010	.	.000
	N	60	60	60	60
TOT_X3	Pearson Correlation	.695**	.710**	.739**	1
	Sig. (2-tailed)	.000	.000	.000	.
	N	60	60	60	60

**. Correlation is significant at the 0.01 level (2-tailed).

Validity test X_4

Correlations

		X4_1	X4_2	X4_3	TOT_X4
X4_1	Pearson Correlation	1	.214	.147	.654**
	Sig. (2-tailed)	.	.101	.264	.000
	N	60	60	60	60
X4_2	Pearson Correlation	.214	1	.292*	.714**
	Sig. (2-tailed)	.101	.	.024	.000
	N	60	60	60	60
X4_3	Pearson Correlation	.147	.292*	1	.707**
	Sig. (2-tailed)	.264	.024	.	.000
	N	60	60	60	60
TOT_X4	Pearson Correlation	.654**	.714**	.707**	1
	Sig. (2-tailed)	.000	.000	.000	.
	N	60	60	60	60

**. Correlation is significant at the 0.01 level (2-tailed).

*. Correlation is significant at the 0.05 level (2-tailed).

Validity test X_5

Correlations

		X5_1	X5_2	X5_3	TOT_X5
X5_1	Pearson Correlation	1	.209	.194	.716**
	Sig. (2-tailed)	.	.109	.138	.000
	N	60	60	60	60
X5_2	Pearson Correlation	.209	1	.055	.614**
	Sig. (2-tailed)	.109	.	.679	.000
	N	60	60	60	60
X5_3	Pearson Correlation	.194	.055	1	.647**
	Sig. (2-tailed)	.138	.679	.	.000
	N	60	60	60	60
TOT_X5	Pearson Correlation	.716**	.614**	.647**	1
	Sig. (2-tailed)	.000	.000	.000	.
	N	60	60	60	60

**. Correlation is significant at the 0.01 level (2-tailed).

Validity test Y

Correlations

		Y_1	Y_2	Y_3	TOT_Y
Y_1	Pearson Correlation	1	-.286*	.066	.462**
	Sig. (2-tailed)	.	.027	.619	.000
	N	60	60	60	60
Y_2	Pearson Correlation	-.286*	1	.176	.523**
	Sig. (2-tailed)	.027	.	.179	.000
	N	60	60	60	60
Y_3	Pearson Correlation	.066	.176	1	.721**
	Sig. (2-tailed)	.619	.179	.	.000
	N	60	60	60	60
TOT_Y	Pearson Correlation	.462**	.523**	.721**	1
	Sig. (2-tailed)	.000	.000	.000	.
	N	60	60	60	60

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

Reliability X_1

*** Method 1 (space saver) will be used for this analysis ****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X1_1	3.1833	1.3960	60.0
2.	X1_2	2.9167	1.4177	60.0
3.	X1_3	2.9833	1.3838	60.0
4.	TOT_X1	9.0833	2.7512	60.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	18.1667	30.2768	5.5024	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X1_1	14.9833	22.7285	.4207	.7414
X1_2	15.2500	21.9534	.4752	.7188
X1_3	15.1833	21.7455	.5127	.7048
TOT_X1	9.0833	7.5692	1.0000	.3360

Reliability Coefficients

N of Cases = 60.0 N of Items = 4

Alpha = .7413

Reliability X_2

*** Method 1 (space saver) will be used for this analysis ****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X2_1	2.8667	1.4668	60.0
2.	X2_2	2.9500	1.4312	60.0
3.	X2_3	2.9000	1.3741	60.0
4.	TOT_X2	8.7167	3.1250	60.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17.4333	39.0633	6.2501	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X2_1	14.5667	26.7243	.6718	.7309
X2_2	14.4833	28.8980	.5275	.7834
X2_3	14.5333	28.5921	.5841	.7673
TOT_X2	8.7167	9.7658	1.0000	.5649

Reliability Coefficients

N of Cases = 60.0 N of Items = 4

Alpha = .7922

Reliability X_3

*** Method 1 (space saver) will be used for this analysis ****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X3_1	3.1167	1.5193	60.0
2.	X3_2	2.8833	1.4272	60.0
3.	X3_3	2.9500	1.4892	60.0
4.	TOT_X3	8.9500	3.1699	60.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17.9000	40.1932	6.3398	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X3_1	14.7833	29.1218	.5344	.7633
X3_2	15.0167	29.3726	.5678	.7557
X3_3	14.9500	28.4551	.5992	.7413
TOT_X3	8.9500	10.0483	1.0000	.5203

Reliability Coefficients

N of Cases = 60.0 N of Items = 4

Alpha = .7823

Reliability X_4

*** Method 1 (space saver) will be used for this analysis ****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X4_1	3.1833	1.4320	60.0
2.	X4_2	3.1833	1.3838	60.0
3.	X4_3	3.0500	1.4892	60.0
4.	TOT_X4	9.4167	2.9761	60.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	18.8333	35.4294	5.9523	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X4_1	15.6500	26.3331	.4794	.7600
X4_2	15.6500	25.5873	.5662	.7305
X4_3	15.7833	25.1218	.5419	.7344
TOT_X4	9.4167	8.8573	1.0000	.4528

Reliability Coefficients

N of Cases = 60.0 N of Items = 4

Alpha = .7673

Reliability X_5

*** Method 1 (space saver) will be used for this analysis ****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	X5_1	2.7500	1.4097	60.0
2.	X5_2	2.9833	1.3083	60.0
3.	X5_3	3.0000	1.4261	60.0
4.	TOT_X5	8.7333	2.7362	60.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17.4667	29.9480	5.4725	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
X5_1	14.7167	20.8845	.5492	.6932
X5_2	14.4833	22.8641	.4294	.7450
X5_3	14.4667	21.8802	.4522	.7332
TOT_X5	8.7333	7.4870	1.0000	.3515

Reliability Coefficients

N of Cases = 60.0 N of Items = 4

Alpha = .7448

Reliability Y

*** Method 1 (space saver) will be used for this analysis ****

R E L I A B I L I T Y A N A L Y S I S - S C A L E (A L P H A)

		Mean	Std Dev	Cases
1.	Y_1	3.1833	1.4438	60.0
2.	Y_2	3.0000	1.4380	60.0
3.	Y_3	2.4667	1.4078	60.0
4.	TOT_Y	8.6500	2.4344	60.0

Statistics for	Mean	Variance	Std Dev	N of Variables
SCALE	17.3000	23.7051	4.8688	4

Item-total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Alpha if Item Deleted
Y_1	14.1167	19.2912	.1837	.7243
Y_2	14.3000	18.4508	.2579	.6876
Y_3	14.8333	15.8023	.5290	.5433
TOT_Y	8.6500	5.9263	1.0000	-.0526

Reliability Coefficients

N of Cases = 60.0 N of Items = 4

Alpha = .6550